



JOB DESCRIPTION

Assistant Housing Specialist

Reporting to: Manager, Housing Services
EEO Category: Administrative Support Workers
Created: 3/22/2018

FLSA Classification: Non-Exempt
PRO: Support Positions
Modified: 1/30/2020

POSITION SUMMARY

The Assistant Housing Specialist is responsible for activities related to HUD Property Management and other housing-related ventures of Aspire Indiana.

ESSENTIAL RESPONSIBILITIES

Administrative and Support Services (60%)

- Gather and ensure the accuracy of information needed for the certification and recertification of consumers to receive HUD assistance
- Follow up on rent payments for HUD Group Home properties
- Request, coordinate and follow up on maintenance repairs
- Maintain accurate and organized HUD files
- Resolve tenant complaints
- Maintain accurate and most recent information on accounts receivable
- Code and follow up accordingly on payments to accounts payable vendors
- Work with auditors during HUD audits as needed
- Maintain and upkeep property (e.g. clean vacant apartments, remove debris for lawn)

Coordination and Communication (20%)

- Build and maintain caring and trusting relationships with consumers and family members
- Build and maintain a strong network of external relationships (which may include property management contacts, community groups, regulatory agencies, etc.)
- Become knowledgeable regarding community resources and maintain a strong referral network
- Serve as a team member for the program, and work in tandem with the Housing Specialist to assist as needed

Reporting and Documentation (15%)

- Meet monthly productivity expectations as defined in annual budget
- Maintain case and agency paperwork according to Aspire quality improvement standards
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within the field

COMPETENCIES

Core Competencies

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-specific Competencies

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** - Ensure accurate record keeping with meticulous attention to business information
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Associate’s degree in business or related field preferred; equivalent related experience considered in lieu of degree

Experience

- Previous experience working in a business office setting and property management preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FML absences)
- Responsible for complying with all Aspire policies and procedures, including Aspire Indiana’s Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Display a positive work ethic

Physical Demands & Working Conditions

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met

by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and/or annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Physical requirements include ability to sit for prolonged periods, stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb or balance
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs.

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature

Date

Printed Name